

FREQUENTLY ASKED QUESTIONS using the RFC System

1) Do I need any special software to run the RFC system?

No special software, but the system was designed to work with the following browsers; Internet Explorer 5 or newer, or Netscape Navigator 4.7 or newer. If you are having trouble accessing or viewing pages, check what browser you are using. Either PC or a MAC platform will work. The application is best viewed on 600x800 screen.

2) How do I access the RFC on-line system?

You may log on to the RFC system using any computer, anywhere, as long as you have the provider number and pin number STC has issued to you. Simply log on to our STC website @ <http://www.bscc.ca.gov/programs-and-services/stc>. You will find the log on the right hand side of the page. "RFC LOG IN" or enter this address into your browser : (<http://www.bdcrr.ca.gov/rfc/Login.asp>).

Hint: Make this web address a "favorite" and drag it onto your desktop. It will provide you with instant access to the RFC Log in. Also make sure your system allows you to accept "cookies".

3) What if I forget my pin #?

Contact your STC field representative or the officer of the day at STC (916) 445-5078

4) What if I need to change the pin number for security reasons?

Call your STC field representative or the STC officer of the day and they will be happy to issue you another pin number.

5) What activities can I perform with the RFC system?

Training providers- may perform the following activities:

- New request for course certifications ([NEW RFC link](#))
- Request for recertification ([Recert link](#))
- Request for "modification" of an existing course i.e. adding a new instructor to a course ([Modify link](#))

- Request for adding or deleting a scheduled presentation date ([Date](#) link)

Participating agencies- may perform the following activities listed above, plus:

- Request for Intensified Format Training (IFT)
- Request for credit under the Work Related Training and Education option (WRE)
- Request for a Special Certification

6) Can more than one person be logged on to the RFC system at a time?

Yes. However as with any shared computer file if two people are working on the same certification it is possible that the last to “submit” their certification will overwrite the other person’s changes. If you are working on two different certifications there should be no problems.

7) What if I am unable to locate a course on my navigation page?

Either the course is in the “process” of certification, and is in your “incomplete” box, or the course has fallen off of your work base due to it being 90 days past the certification date. You can call your STC field representative for it to be restored to the navigation screen.

8) What if I want to delete dates that are clogging up my “dates” screen.

From the navigation screen find that certification, locate the [date](#) link, and click on it. This takes you to the “dates” page of your certification. Click in the box next to the date you want to delete. Hit the “continue” button at the bottom of the page. This will take you back to your navigation page. Click on the [date](#) link again to ensure the date has been deleted.

9) What if I no longer want to certify a course?

If a course is not recertified within 90 days of its expiration date, it will fall off your navigation screen naturally on the 91st day.

10) What if my field representative told me they returned my course for “re-submission” but I cant locate it on my navigation screen. You may have waited too long and it expired! Call your STC representative or officer of the day and they can put it back on your navigation screen.

11) What parts of the certification can I “modify” using the Modify link?

Any of the following information can be changed using the Modify link. If the area you wish to modify is not a link, then you must recertify the course.

<u>Course Information</u>	<u>Face Sheet</u>	<u>Performance Objectives</u>	<u>Instructors</u>
<u>Course Outline</u>	<u>Dates</u>	<u>Travel and Room Rental</u>	<u>Course Record</u>

12) How do I print a course record?

Display the course record. Select File and Print.

13) How do I save a course record?

Display the course record. Select “file save as” and designate a place on your hard drive to keep them. STC does not keep copies of the certifications any longer once they have been approved.

14) After I submit my certification or change request, why does the record on my navigation screen not reflect my changes?

You need to make sure you are viewing your course record from the **Course Status** box as that is the certification that was submitted for approval. The **Course Title** link shows the **last approved** course record.

15) Why do I not have hyperlinks at the bottom of my certification?

You will not see hyperlinks at the bottom of a NEW certification. You must complete each step of the certification in order.

16) If I don’t plan to recertify my course, how do I remove it from the system?

The course will automatically drop from your navigation screen after 90 days of the certification date if it is not recertified.

17) Why does the course status box indicate that my “*course has been partially recertified or modified*”?

If you want to “view” information on your course, you must click the “Course Title” link. This will allow you to view the course record. If you went in to the certification via the “recertify” or “modify” modes to view your course, the system thinks you are ready to make changes. In this case you must ***cancel all changes*** before exiting the course in order for that status to not appear. If you don’t cancel all changes you will not have access to all the available links i.e. “dates” .

18) Why am I getting an error message when I try to add my list of instructors to the course?

This could be caused by trying to cut and paste your instructors from your instructor list. Choose your instructors one by one as the system was designed for.

19) Why am I getting an error message when I try to enter my course subject/topic? In some cases, I am being kicked out of the system.

The system was not designed to accept “unlimited” data in the tiny little boxes. Please try to keep your Subject/Topic limited to the module titles in the core course manuals. You do not enter lesson plans in the RFC system.

20) Why is the system not accepting my changes?

This could be caused by a couple of reasons.

- You failed to hit “continue/continue save” before exiting the page or the system. Or
- You used your browsers back and forward buttons before saving your work by hitting the ***continue and save*** button.

If neither of these reasons apply, call the STC officer of the day and we will have the database administrator test the system for potential causes.

21) I am using Netscape Navigator and I am not able to access the RFC application.

Your system must accept cookies . Once this is done you should be able to access the system.